

Service Level Agreement

010422-310323

HR Transactions Team

Objective of the Agreement

The purpose of this Service Level Agreement is to describe the key services we provide and the quality standards we aim to achieve in terms of service delivery.

This Agreement sets out

- the services we provide to the Schools
- the overall standards which are expected
- a mechanism for resolving any problems relating to the delivery of the service

Future reviews and amendments to this Service Level Agreement

This agreement will be reviewed annually.

Objectives of the Service

We aim to provide a positive, forward thinking approach that promotes best value through efficiency and that supports schools within the following areas:

- Recruitment Administration
- Contract Administration

We recognise our service users to be:

- Head teachers
- Governors
- Business Managers
- External candidates
- School employees

Responsibilities: Who we are and what we do

The Team Structure and contact details are:

Team Co-ordinators:

Jerome Singh – HR Transactional Coordinator (Schools)
Email: J.Singh@bury.gov.uk
Tel: 0161 253 5623

Katherine Hoang - HR Transactional Coordinator (Services)
Email: k.hoang@bury.gov.uk
Tel: 0161 253 7581

New starters, contract administration, DBS checks, placement of adverts, logging absence, references, MAT/PAT/Parental leave and leavers are undertaken by our team of HR Assistants. HRA's work with specific schools and are available via the HR Transactional email address (HRtransactionalservices@bury.gov.uk):

Joanne Jeffries – HR Assistant - 0161 253 5979

Lin Tierney – HR Assistant - 0161 253 5395

Natasha Holt – HR Assistant– 0161 253 5204

Salma Mansur – HR Assistant – 0161 253 7588

Melissa Schofield - HR Assistant – 0161 253 7589

Elizabeth Lupton - HR Assistant – 0161 253 7586

Craig Martin – HR Support Officer – 0161 253 6536

Any changes to the listed contact details during the period of the Service Level Agreement will be notified directly to the schools via email communication.

Service Availability

The service is provided between 9.00 am and 5.00 pm Monday to Friday. Whilst there are members of the team dedicated to providing a HR Transactional administration service to schools, there are other team colleagues who will provide cover where necessary, e.g. in cases of absence.

Main Services

1. Recruitment

Objective: To place all adverts and associated documents promptly and accurately in accordance with Schools requirements and media deadlines.

The team will deliver the following recruitment administration service to schools in relation to teaching and non-teaching staff posts:

- Placement of Job adverts on Bury Council website, external websites and publications when requested.
- Authorisation and administration of advertising invoices.
- Following an advert closing date and where applicable, collation of application forms.
- Organisation of Disclosure and Barring Service checks and List 99 checks through the DBS, DfE or appropriate body. The additional charge, which the Disclosure and Barring Service levies regarding disclosure applications, is excluded from this Agreement.
- Obtain necessary pre-employment checks, including qualification checks, for

teaching, non-teaching staff, and volunteers.

- Obtain and validate confidential references where not already undertaken by the school.
- Issue a letter of appointment and statement of particulars, where applicable, to all new employees and provide copies to the school.
- Set up the new employee on the HR/Payroll system and liaise with the Payroll/Pension team to ensure correct payment of salary.

What we need from Schools:

- Liaise with Finance, where applicable, to obtain full authorisation before placing a request to advertise.
- A recruitment advert, evaluated job description, person specification, application form and any other relevant information.
- Once the successful candidate has been selected, a completed form RCT1 or RCT2, candidate's application form, two verified references, photographic identification, completed DBS application form and relevant evidence, completed rehabilitation of offenders form, copies of proof of right to work documentation, completed medical form, P46 (starters checklist), health declaration form and copies of proof of qualifications where applicable.
- Reply as soon as possible to all requests for information.

2. Contract Administration

Objective: To ensure all contracts are issued, amended and/or brought to an end in an appropriate manner according to the terms and conditions of employment.

- Process all contractual amendments for teaching and non-teaching staff including the issuing of letters, statement of particulars, where applicable, and updating the HR/Payroll system to ensure correct payment of salary.
- Process all leavers for teaching and non-teaching staff including the issuing of letters and updating the HR/Payroll system to ensure correct payment of salary.
- Monitor temporary changes to contracts and arrangements and liaise with schools regarding extensions or other actions.
- Provide copies of contractual amendment letters to the school.
- With the permission of the employee, provision of status and pay information to outside bodies, e.g. mortgage requests.
- Issue 25 years Long-Service certificates.

What we need from Schools:

- Liaise with Finance, where applicable, to obtain full authorisation before instructing a contractual change or continuation of temporary employment or temporary

change of a member of staff.

- Fully completed form RCT3, RCT4 or RCT5 with relevant documentation, e.g. resignation letter.
- Reply as soon as possible to all requests for information.

General

In addition to the above main services, the HR Transactions Team will:

- Provide operational advice on transactional processes.
- Review processes to ensure they are “fit for purpose” in line with employment law changes.

Monitoring service delivery

A range of key performance indicators are in place, however the team, upon receipt of accurate instructions, will ensure changes are made to the HR/Payroll system within prescribed payroll deadlines.

In order for the team to meet these deadlines, it is important that all instructions are with the team by the last working day of the month preceding the effective date of the change:

Example:

J Smith reduces their hours with effect from 3 April; the instruction needs to be with the team by last working day of March.

Schedule of Pay Services payroll deadlines for 2022/23:

Month	Deadline *
April 2022	1st April
May 2022	2nd May
June 2022	1st June
July 2022	1st July
August 2022	1st August
September 2022	1st September
October 2022	3rd October
November 2022	1st November
December 2023	1st December
January 2023	3rd January
February 2023	1st February
March 2023	1st March

*These deadlines may be subject to change due to school holidays, council office closures and the falling of weekends. Notification of changes will be direct to the schools via email communication. **Documents should be sent to the transactional team well in advance of these payroll deadlines.**

Advertising Deadline:

All recruitment documentation (via Schools Business Partnering Team) needs to be

with the HR Transactions team by 5.00pm on a Monday for “going live” the following Monday. In order for Business Partners to meet this deadline on the schools’ behalf, the school must send all relevant documentation to them by 12 noon on a Wednesday.

Complaints/feedback

If you have feedback or a complaint for which you have had an unsatisfactory response, please contact:

Caroline Schofield, Strategic Lead HR
Email: c.j.schofield@bury.gov.uk
Tel: 0161-253-5157

If you still remain dissatisfied with the response there is a formal complaints procedure to be followed.

Please send your complaint to:

Simon Bagley, Head of HR
Email: s.bagley@bury.gov.uk
Tel: 0161-253-5888
Address: Town Hall, Knowsley Street, Bury BL9 0SW

A full response will be received within 20 working days.